



GRANDSTREAM

GRP2604 IP Phone



GRP2604 Phones
Feature



➤ **DIALING CALLS:** Dial the extension number or press the dedicated Multi-Purpose key. You can also use *Phonebook* or *History* to find the number you want, then press the **Dial** softkey.

➤ **RECEIVING CALLS:**

SINGLE INCOMING – Phone rings with the selected ring tone and the corresponding LINE key will flash in **Red**. Answer call by taking handset off hook, using Speaker/Headset, or pressing the flashing LINE key.

MULTIPLE INCOMING – When another call comes in while you are on an active call, the phone will produce a Call Waiting tone (stutter tone) and the other LINE key will flash in **Red**. Answer the incoming call by pressing the flashing LINE key. (The current active call will be put on hold automatically.)

➤ **HOLD:** During a call, press Hold button. The line key flashes **Red**. Resume call by pressing the corresponding blinking LINE.

➤ **REDIAL:** Press the Send button to open your *Dialed Call History*. The last call you made will be highlighted. Press the Send button again to redial.

➤ **MUTE:** Press the MUTE button to mute/unmute the microphone. (The Mute icon indicates whether the microphone is muted.)

➤ **TRANSFER:**

ATTENDED – Press a free line key. (The caller will be placed on hold.) Dial the extension number, you can now speak privately to the extension. To complete the transfer, press the transfer key followed by the flashing line key. (The caller will be transferred to the extension.)

BLIND - Press the [Transfer] button, dial the extension number then press “#” or the Send soft key. (The caller will automatically be transferred to the extension.)

TRANSFER TO VOICEMAIL – While speaking to the caller press the [Transfer] button or soft key. Dial star (*) then the mailbox number to be transferred to. Press Send or [Transfer].

➤ **CONFERENCE: (3-WAY CALLS).**

INITIATE CONFERENCE CALL - Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference. Press the Conference button and dial the third party. You may speak privately to this person before pressing the **“ConfCall”** softkey to initiate the 3-party conference.

LEAVE A CONFERENCE CALL - Press **“Cancel”** soft key in conference dialing screen to resume the two-way conversation.

HOLD THE CONFERENCE CALL - Press hold button to hold the conference call with all parties. (places everyone on hold) Press **“Conf”** soft key to resume conference call.

END THE CONFERENCE CALL - The conference will be terminated for all three parties if the conference initiator hangs up or presses the **“End Call”** soft key.

➤ **VOLUME:** Use the volume button to adjust the ring volume when the phone is idle. Press the volume button during an active call to adjust the in-call volume.